

# Mitali Prakash Chavan

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## SYNOPSIS

Strong interpersonal communication and soft skills. Ability to effectively communicate complex ideas and concepts in written form. Ability to work independently and multi-task. Exceptional problem solving and decision making abilities. Exceptional organizational skills. Strong analytical skills.

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## CORE COMPETENCIES

- Strong Leadership
  - Critical Thinking
  - Teamwork
  - Detail-oriented
  - Responsibility
  - Adaptability
  - Customer service
  - Integrity
  - Communication
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## EDUCATION

- H.S.C from Dynsadhana College, Mumbai University in 2012 with second class
  - S.S.C from Little flower High School in 2010 with second class
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## Work Experience

### Customer Service Executive

**Meat And Spice Pvt Ltd (FMCG) Since July 2020 – March 2024**

#### Key Deliverable:

- Receive inbound queries and disputes from customers, and internal departments.
- Handling and resolving customer complaints, or special orders via email or phone.
- Resolving and processing orders.
- Assist internal departments with manual tasks and special projects to meet customer expectations and objectives.
- Provide excellent customer service with first call resolution, and accurate information while keep a professional demeanor.
- Follow up on customer inquiries to make sure they are resolved in a timely manner.
- Direct ownership of customer issues and concerns.

**Customer Service Executive****Altius Pvt Ltd ( E-commere) 2017- 2020****Key Deliverable:**

- Efficiently managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls within up to 5 calls in queue per minute.
- Addressed and resolve customer complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Defused violate customer situation calmly and courteously.
- Skilled used Wpn typing speed 30-35 Efficient & Diligent.
- Assisted my peers with floor support and supervisor calls while supervisors were unavailable and also handled RTM.

Regards,  
Mitali Chavan